**Business Continuity Plan**
**Information Technology**
**University of Louisiana Monroe**
**(public reference)**

1. Designate members of the Crisis Response Team

| Name | Title | Email | Office | Cell |
|---|---|---|---|---|
| Chance Eppinette | Information Technology Director | eppinette@ulm.edu | | |
| Donnie Lynn | Associate Dir. Of Enterprise Applications | lynn@ulm.edu | | |

2. Designate internal department teams and/or responsibilities

| Name | Title | Email | Office | Cell |
|---|---|---|---|---|
| Adam Taylor | Associate Dir. Of Network Services | ataylor@ulm.edu | | |
| Greg Andrews | Technology Support | bartley@ulm.edu | | |
| Ginger Morris | Telecommunications | gmorris@ulm.edu | | |

3. Identify important assets and how to protect and replace them

   ULM Information Technology maintains 1 off-site storage facility for electronic data.  This is kept in an electronically secured tape vault at the campus of Delta Community College in a secure datacenter room.  The backup tapes are transported to/from this site on a weekly cycle.

4. Assist with building content damage assessment

   a. Each employee will assess content damage in his/her own office.
   b. Damage to the central storage area and archived files will be assessed by Chance Eppinette.

5. Identify a department Emergency Operations Center

   - Primary Location: Library 1st floor – Computer Lab area
   - Secondary Location: Bienville School of Pharmacy

6. Provide training as necessary

   Training and Exercises are scheduled on a recurring basis in June/July of each year.

7. If the university activates an alternative operations plan (all students and some employees are off-campus), the following actions will be taken to address the IT needs of the university community.
   a. Ramp up VPN concurrent seats and send user awareness information. Note:  We are currently licensed for 50 con-current OpenVPN seats.  We can easily expand if needed.

b. All ULM Employees have access to ZOOM for classes as a substitute for face-to-face meetings. Note: Remind users as needed for ZOOM, MS Teams, and other LMS online resources.

c. VoIP / Switchboard – handling of office phones via desktop Communicator software ($1.85/user) vs. forwarding phones to cellphones.

d. We can keep the primary ULM Switchboard operational from 7:30a-5:00p by relocating as needed to other convenient areas of campus or off-campus.

e. IT has secured & manages 25 mobile hotspot devices from Verizon to have on standby activation as needed. (Note: We can obtain more if needed.) Some of these are in circulation around campus to Employees and Students alike for mobile availability.

8. Communicate assignments to all department employees:

a. At least one person from each division will be onsite to address issues that cannot be handled remotely. Staff will be rotated if staffing knowledge allows.

[1] Helpdesk (2) – Continuously ensure incoming support tickets are being acted upon.
[2] Admin (2) – Oversee working needs of IT staff; process orders and invoice payments as needed; time-keeping measures to track employee work & absences; taking weekly tapes to offsite DR Vault.
[3] Web Services (6) – Can work remotely and responsive to ticket requests.
[4] Switchboard/Phone Ops (4) – PhoneOps to adjust call needs & process monthly AT&T phone billing for payment processing
[5] IT Support (5) – General support availability; could be re-tasked to assist in remote support needs
[6] Network Support (3) – daily tracking of LA-OneCall requests for outside cabling location services; monitoring of user support tickets; monitoring system generated notices.
[7] Banner Support (5) – Multiple processes are conducted by Programming staff for file transfer & other data submittal needs daily/weekly/monthly.
[8] Server Support (4) – Weekly server backup checks; system/user support tickets; cyber preparedness (patches, firewall, SPAM/Phishing), etc
[9] Moodle/LMS (3) – working w/ LMS support needs for Moodle, Respondus, OMR Test requests. Can work remotely if needed.
(#) – indicates number of staff in each grouping.

b. <u>Team Leader and Alternate Team Leader</u>. This section identifies the persons assigned in the leadership positions. The team leader should review and identify changes in assigned personnel.

The team leader will be the IT Director and the alternate team leader will be the Associate Director of Enterprise Applications. The respective personnel are listed below in the Recovery Team Alert List.

c. <u>Recovery Team Alert List</u>. This section provides contact information for all personnel assigned to the team. This list is prone to change since team members may leave or join the team, names may change due to marriage and contact information may change. (Note: The list is updated regularly and is circulated internally.)